

sending the user information to the selected first agent with a first web browser;
and

sending the user inquiry to the selected first agent in response to a first signal
indicative of a first consent from the selected first agent within a predetermined period of time.

Applicants also note that claim 16 recites that:

16. A method for processing a user inquiry, the method comprising:
receiving user information from a first database, the user information associated
with a request;

processing the user information with a web browser;
sending a first signal indicative of a first consent within a predetermined period of
time in response to the user information; and

receiving a user inquiry in response to the first signal indicative of the first
consent.

Applicants also note that claim 25 recites that:

25. A system for processing a user inquiry, the system comprising:
a user interface system to receive a user inquiry and to request user information
associated with the user inquiry;

a first database to store and provide information associated with at least the user
inquiry;

a second database to store information relating to a plurality of agents, the
information relating to the plurality of agents including a plurality of sets of skills corresponding
to the plurality of agents respectively;

an agent allocation system to identify a first agent having a desirable set of skills
and being available based on at least the information relating to the plurality of agents; and

an agent interface system for the first agent configured to
receive the user information with a web browser; and

send a first signal indicative of a first consent from the first agent in response to at least the user information.

None of the prior art references teach or suggest a method or a system as recited in any of these claims.

Respectfully submitted,



Daniel Mao
Reg. No. 51,995

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, Eighth Floor
San Francisco, California 94111-3834
Tel: (415) 576-0200
Fax: (415) 576-0300
DM:ejt

61022521 v1